

# Position Description

Read each heading carefully before proceeding. Make statements simple, brief, and complete. Be certain the form is signed. Send the original to the Office of Personnel Services.

CHECK ONE: ☐ NEW POSITION ☒ EXISTING POSITION ☒ UNCLASSIFIED

## Part 1 - Items 1 through 12 to be completed by department head or personnel office.

1. Agency Name Department for Children and Families		9. Position No. K0231998	10. Budget Program Number		Agency Number	
2. Employee Name (leave blank if position vacant)			11. Present Class Title (if existing position) Senior Administrative Assistant			
3. Division Family Services – Kansas City Region			12. Proposed Class Title			
4. Section Economic and Employment Services	For  Use  By  Personnel  Office	13. Allocation				Position Number
5. Unit Leavenworth Rehabilitation Services Unit		14. Effective Date				
6. Location (address where employee works)  City Leavenworth County Leavenworth		15. By	Approved			
7. (circle appropriate time) Full time <input checked="" type="checkbox"/> Perm. <input checked="" type="checkbox"/> Inter. Part time Temp. %	16. Audit Date: By: Date: By:					
8. Regular hours of work: (circle appropriate time)  FROM: 8 AM To: 5 PM	17. Audit Date: By: Date: By:					

## PART II - To be completed by department head, personnel office or supervisor of the position.

18. If this is a request to reallocate a position, briefly describe the reorganization, reassignment of work, new function added by law or other factors which changed the duties and responsibilities of the position:

19. Who is the supervisor of this position? (person who assigns work, gives directions, answers questions and is directly in charge)?

Name **Kelly Milner** Title **Program Administrator** Position Number **K0227047**

Who evaluates the work of an incumbent in this position?

Name **Kelly Milner** Title **Program Administrator** Position Number **K0227047**

20. a) How much latitude is allowed employee in completing the work? b) What kinds of instructions, methods and guidelines are given to the employee in this position to help do the work? c) State how and in what detail assignments are made.

Supervision of an experienced worker is minimal. Worker is expected to function independently while exercising skills in reasonable judgment of established policies, procedures, and processes in detailing assignments from a broader context and minor decision making with the ability of being flexible. Instructions are provided verbally and/or in writing in both general and specific terms. Guidelines are often complicated or technical in nature, requiring careful interpretation. Work is monitored by regular review, use of electronic tracking tools, through consultation with other regional staff who work closely with the position, and by reporting to the Supervisor.

21. Describe the work of this position using the page or one additional page only. (Use the following format for describing job duties):

**What** is the action being done (use an action verb); to **whom** or **what** is the action directed (object of action); **why** is the action

being done (be brief); **how** is the action being done (be brief). For each task state: Who reviews it? How often? What is it reviewed for?

**Number Each Task and Indicate Percent of Time and Identity each function as essential or marginal by placing an E or M next to the % of time for each task.** Essential functions are the primary job duties for which the position was created and that an employee must be able to perform, with or without reasonable accommodation. A marginal function is a peripheral, incident of minimal part of the position.

No. Each Task and Indicate Percent of Time	E or M	The incumbent is expected to demonstrate a commitment to client service and cross program communication. The incumbent will work effectively with all other divisions to provide a harmonious work environment that is conducive to improving agency outcomes, office operations and a productive working relationship with the community.
1. 10%	E	<p>VR: Total 45%</p> <p>Prepares letters, memos, and other items requested by Counselors using correct format, spelling and punctuation. Prepares routine correspondence with minimal instruction and information. Assists Counselors in compiling information for reports. Completes letters, memos and other items within 48 hours of counselor requests. Counselor requests are placed on task list. Task list is monitored for completion within 48 hours. Performs other duties as assigned by supervisor.</p> <p>Organizes case files and performs filing for counselors according to filing procedures in KRS Procedures Manual. Files incoming letters, memos, and other information for easy retrieval by Counselors. Assembles new files according to KRS Procedures Manual. As necessary, assists with training of new counselors on case file management to promote smooth counselor/clerical work.</p> <p>Take detailed messages from consumers, vendors, and other agencies, acting as a liaison between consumer and counselor. In Counselor's absence, coordinates between consumer and the counselor's supervisor to resolve any problems or immediate issues as they occur. Enters referral information into KMIS system. Upon receiving referral request, this request will be places on task list and an application packet will be send to potential consumer within 30 days.</p>
2. 15%	E	<p>Operates and maintains computer daily to record and update client files for counselors. Opens cases using the KMIS coding processes and procedures. Reviews applications on system to see if previous history with Rehabilitation Services and if so, then requests closed case from appropriate office within 48 hours of application being registered. Checks applications against date of referral. Gives all new applications to RS Manager for assignment to counselors. Receives vendor or consumer address changes and submits these to Operations within 48 hours. New vendor information will be submitted within 48 hours of receipt. Thes ensures changes and/or new information is entered into SMART as soon as possible.</p>
3. 20%	E	<p>Prepares and processes service and payment authorization for goods and services in accordance with established accounting codes in order to maintain billing and posting of charges and credits with general supervision. Authorizations requests on the task list are to be completed within 48 hours. Helps with fiscal closing in an accurate manner. Contacts vendors, doctors, and other agencies to facilitate services to clients and resolves vendor billing problems to ensure accurate payment. Request medical CPT codes when necessary to insure accurate authorization and payment. Works with public transportation authority to make sure that bus passes are available for consumers. Communicates with public transportation service for additional passes or when extra asses may be picked up.</p>
	M	<p>Maintains unit calendar, schedules/coordinates meetings and related events for entire unit. Does time sheets for self. Reserves state cars when necessary.</p> <p>Closed case file preparation, which can include but is not limited to; prepares case record for closed case files, with all authorizations, reports, letters, narratives, etc. in proper order.</p> <p>File room coordination, which can include but is not limited to; maintains accurate log of all closed files and is office contact to mail closed files to other offices as requested. Follow proper procedures for closed case files approved for expunging.</p>
4. 15%	E	<p><b><u>EES:</u></b> Total 45%</p> <p><b><u>Program Support</u></b></p> <p>Provides support for multiple programs by assisting professional staff in the coordination of services in order to facilitate an efficient work flow for the BPR process. Accesses the agency automated systems, analyzing</p>

5. 15%	E	<p>application and system information to accurately add individuals to the tracker systems. Identifies services requested and enters appropriate information unto the tracker.</p> <p><b><u>Customer Service</u></b> Provides a high level of service to customers to assist in achievement of the agency mission and goals. To do this, the employee must be familiar with agency programs and guidelines; be able to communicate effectively and positively with customers and ensure the needs of the customer are met by directing them appropriately to services. Staff should be familiar with and able to assist customers in the use of the language line and special communication equipment (VRS) or other reasonable accommodations where appropriate. These tasks require that the employee maintain an excellent knowledge of program processes as well as agency and community resources. Is familiar with agency program benefits and benefit delivery systems.</p>
6. 15%	E	<p><b><u>Administrative Support and Special Assignments</u></b> Provides administrative and clerical support to the team in order to maintain efficient BPM work flow. Collects, prepares and sends cases requested for State and Federal review. Sends and retrieves faxes for staff. Receives, date stamps, sorts and distributes incoming mail. Looks up information on multiple systems to ensure communications are appropriately directed. Receives and prepares outgoing mail to meet mail schedules and may apply postage using an electronic postage meter. Pulls calls from the voicemail system and records for teams to call back.</p>
	M	<p>Works on special assignments and duties</p>
	E	<p><b><u>Teamwork and Communication</u></b> Serves as a supportive member of the BPM team and exhibits characteristics of a team player by contributing to the effective operation of the work team. Communicates in a manner that is respectful and beneficial to the team both informally, through day-to-day interaction. Offers assistance to other team members and may serve on work groups to enhance processes, procedures and outcomes for consumers. Remains open to organization change.</p>
7. 10%	E	<p><b><u>OPERATIONS: ( Total 10%)</u></b></p> <p><b><u>MAIL PROCESSING</u></b> – Receives mail throughout the day from various sources including: US Post Office, UPS, Fed Ex, and DCF Drop Boxes. Opens if necessary, processes, date stamps, sorts and distributes to appropriate Supervisor's mailbox. For unlabeled mail, opens and identifies appropriate program caseload manager via computer system research. Maintains customer confidentiality and follows HIPPA procedures. Prepares daily outgoing mail timely, using United States Post Office guidelines. Prepares envelopes for mail to be shipped by UPS, completing daily detail report. Prepares certified and overnight express mail per regional policy, routing returned receipts as requested by staff. Takes reading of postage meter weekly. Loads postage meter as needed and notifies appropriate BMS staff of transaction.</p>
	M	<p><b><u>RECEIPTING</u></b> – Receipts all monies coming into the office (mailed or in person) on a timely basis by completing form ADM-3480. Meets with lobby guests promptly to accept funds and provide a detailed receipt. For monies received through the mail completes a detailed receipt and mails it back to the payee. Logs monies received into the office safe and completes a cash transmittal at least weekly. Researches payment details using DCF and Department of Administration Policy and Procedure manuals, as well as discussions with local staff and supervisory personnel. Provides money and documentation to Regional Accountant for deposit and tracking purposes. Updates spreadsheets to record and monitor incoming SSI and SSA checks. Registers customer information to provide quick access to records of funds received while in DCF custody. Responds to inquiries from central office, agency staff, and the general public.</p> <p><b><u>MISCELLANEOUS:</u></b> Serves as a local resource in the Leavenworth Office for the Facilities Manager including responsibility for the monthly car logs and janitorial logs. Assists office GMRT with receiving of shipments by reviewing contents against the packing slip, updating ticket confirming receipt, and distributing items to requestor or storage location. Has safe access and completes the Monthly Secure Items Report for the Leavenworth Office.</p>

22. a. If work involves leadership, supervisory, or management responsibilities, check the statement which best describes the position:  
( ) Lead worker assigns, trains, schedules, oversees, or reviews work of others.

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- ( ) Plans, staffs, evaluates, and directs work of employees of a work unit.
  - ( ) Delegates authority to carry out work of a unit to subordinate supervisors or managers.

b. List the names, class titles, and position numbers of all persons who are supervised directly by employee on this position.

Name	Title	Position Number
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23. Which statement best describes the results of error in action or decision of this employee?

- ( ) Minimal property damage, minor injury, minor disruption of the flow of work.
- (x) Moderate loss of time, injury, damage or adverse impact on healthy and welfare of others.
- ( ) Major program failure, major property loss, or serious injury or incapacitation.
- ( ) Loss of life, disruption of operations of a major agency.

Please give examples.

Inadequate or poor performance at reception, greeter and or switchboard could result in disruption of services to the clients and /or delay staff in completing work assignments. Incorrect issuance of EBT cards may result in delay of client benefits.

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24. For what purpose, with whom and how frequently are contacts made with the public, other employees or officials?

Position involves daily contact by telephone or in person with agency clients, agency employees, community resource agencies, government officials and the general public. Explains agency programs, application process, and agency/client responsibilities to clients and other interested persons. Works directly with clients in assessing their needs even though the discussion may be sensitive in nature and the client uncooperative or skeptical.

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25. What hazards, risks or discomforts exist on the job or in the work environment?

The work environment involves normal everyday hazards or discomforts typical of offices. Sitting for long periods of time. Prolonged daily use of a computer may cause some physical discomfort and eye strain. Stress from a high volume of calls and visitors. There is risk of a hostile client (verbal abuse, vulgar language) and the uncertainty of their actions.

The work requires light physical exertion. The employee works at a desk, requires the use of a personal computer, telephone, and frequently interacts with individuals for the purpose of providing information. The employee may be required to perform handling activities with light weight (no more than 50 pounds) or easily moved items such as files and boxes of office supplies and copier paper. Bending and stooping are required to retrieve or file case files from the file cabinets or shelving units. May be confined to a work area.

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26. List machines or equipment used regularly in the work of this position. Indicate the frequency with which they are used:

Computers, telephone systems, copy and fax machines are used daily. Some positions may require the use of a vehicle (private or state owned) in traveling to offices to provide services to consumers. Some positions may require the use of computerized switchboard systems.

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### **PART III - To be completed by the department head or personnel office**

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27. List the minimum amounts of education and experience which you believe to be necessary for an employee to begin employment in this position.

Education - General

Education may be substituted for experience as determined relevant by the agency.

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Education or Training - special or professional

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Licenses, certificates and registrations

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Special knowledge, skills and abilities

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Experience - length in years and kind

Three years of experience in general office, clerical and administrative support work. Includes duties such as: receptionist, answering telephones, filing, data entry, word processing, spreadsheets, and computer mainframe computer systems. Work experience in providing client service and the ability to communicate with angry and hostile clients in person and via telephone. Experience operating a switchboard.

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**28. SPECIAL QUALIFICATIONS**

State any additional qualifications for this position that are necessary either as a physical requirement of an incumbent on the job, a necessary special requirement, a bona fide occupational qualification (BFOQ) or other requirement that does not contradict the education and experience statement on the class specification. A special requirement must be listed here in order to obtain selective certification.

Maintain a valid security clearance throughout employment.

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Signature of Employee

Date

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Signature of Personnel Official

Date

**Approved:**

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Signature of Supervisor

Date

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Signature of Agency Head or  
Appointing Authority

Date